

# TOWN OF ANDOVER



## **SNOW & ICE MAINTENANCE STANDARD OPERATING PROCEDURE**

Department of Municipal Services  
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# **Andover Department of Public Works Snow and Ice Maintenance Standard Operating Procedure (S.O.P)**

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# **Snow and Ice Maintenance Standard Operating Procedure (S.O.P)**

## **SECTION I: PURPOSE**

The purpose of this S.O.P is to formalize and establish the Town of Andover's level of service in respect to the removal of snow/ice and regarding the placement of de-icing chemicals and abrasive materials on the Town's road-infrastructure and municipal properties pursuant to the provisions of all applicable Sections of the Massachusetts General Laws.

## **SECTION II: LEVEL OF SERVICE**

### **A. General**

Removal of snow or ice, and placing of de-icing and abrasive materials on the Town's secondary road system is primarily for the benefit of the local residents in the community. Each storm has individual characteristics that must be dealt with accordingly. The portion of a roadway or municipal parking area improved for travel will have upon it snow, and/or ice, possibly in a compacted condition. These conditions may be continuous or they may be concentrated on hills, valleys, shady sections, curves, intersections, parking areas and/or other locations of a particular topographical or traffic feature.

### **B. Removal/De-icing and Abrasives Placement Capacity**

The Town of Andover's existing snow removal equipment will be utilized to implement these procedures and the level of snow removal and de-icing/abrasive material placement with respect to winter conditions which require such efforts. These tasks shall be accomplished within the amount of funds budgeted for snow and ice removal duties in the Department of Public Works budget, or any other supplemental funds so approved by the Board of Selectmen and Finance Committee.

### **C. Removal Operations**

The Town may not clear the entire roadway of snow and/or ice depending upon the conditions of the current storm and all previous storms. Snow and ice which is cleared from the roadways to improve travel shall be placed on or in the adjacent shoulder, across the end of a residents driveway/parking area, ditch, or right-of-way, except during snow removal/hauling operations which may require temporary placement of snow and ice on the traveled portion of the roadway. Snow windrows (or banks) which are created as a result of snow and ice removal operations may reduce a motorist's sight distance in each direction of the roadway. The snow removed from intersections will be placed at the corners of the intersection and may result in large piles of unequal height. The line-of-sight, sight distances, or visibility of motorists approaching these intersections may be greatly reduced or impaired as a result of the snow and ice removal operations. The Town shall not be responsible for snow and ice pushed or otherwise placed on the roadways by any other person or vehicle not employed by the Town of Andover.

### **D. Parking Ban**

The Town of Andover has implemented an emergency parking ban, as called for by the Director of Municipal Services, the Chief of Police, or designated representative. - - This ban prohibits the parking of any motor vehicle on all public roadways or private roadways which the Town has agreed to

assume the snow and ice removal responsibilities. Motor vehicles which are illegally parked during this ban may be ticketed. Motor vehicles which are illegally parked during a storm event and interfere with the snow and ice removal operations, as determined by the Director of Municipal Services, or their delegated representative may be ticketed and towed at the owner's expense. Motor vehicles legally parked on Town roadways which are interfering with the snow and ice removal operations during a storm event will be asked to move. If the Town is unsuccessful in getting the vehicle moved, then at the discretion of the Director of Municipal Services or their delegated representative the said vehicle may be towed at the owner's expense.

E. Motor Vehicle Operator

Motorists shall operate their vehicles during these winter conditions with additional caution and watchfulness, especially in respect to the surface of the roadways, and reduced/impaired visibility. Motorists are advised to reduce their speeds well below the posted maximum speed. In respect to roadways that have only one lane open to traffic additional watchfulness and extreme caution should be exercised by motorists, and their speed should be reduced by 10 – 20 MPH less than the posted maximum speed. During these conditions there will be no additional warning or regulatory signs and/or barricades erected to warn motorists of impaired sight distances, visibility at intersections, conditions of roadway surfaces, and one-lane conditions. It is the motorist's responsibility to be cognizant of these conditions.

F. Municipal Road

Snow and ice removal or de-icing/abrasive placement will be performed within the Town limits on all municipal properties, Town accepted roadways, and any private roadway which the Town has agreed to accept the responsibility for snow and ice removal and de-icing/abrasives placement.

**SECTION III: SEQUENCE OF SERVICE**

The Director of Municipal Services or the designated representative shall commence snow and ice maintenance procedures based on each individual storm's characteristics which may include but are not limited to; weather forecast, air and road temperature and expected accumulation. In the implementation of snow and ice removal and de-icing/abrasive placement on the Town's secondary road system under these procedures, the Director of Municipal Services or the designated representative shall select the actual sequence of roads and the type of service required as provided for in this section. The Director of Municipal Services or their delegated representative shall also determine when drifting, wind velocity, and additional snow or snowstorm require that the snow and ice removal equipment be removed from the secondary roadways for reasons of hazardous visibility, a lack of progress in said snow and ice removal, or that additional clearance of the main arterials and primary roadway system be accomplished prior to the clearance of the secondary roadway system. Generally, the Town's priorities will be all main arterials and primary roadways are to be addressed first. Secondary roadways which are throughways will be the second priority. Secondary roadways which are not throughways but have residences along with municipal properties and parking lots will be the next priority. Municipal school properties may be considered a first priority depending on whether the snow and ice removal operations are necessary during the beginning and ending of the normal school day to accommodate the arrival and departure of students and staff. Dirt, stone, and oiled surfaced roads with no residences along them will be the last priority and may not be plowed or receive de-icing/abrasive placement if the Director of Municipal Services, or their delegated representative, determines that there isn't a need. Finally, after all necessary roadways, municipal properties, and parking areas have been addressed; snow removal crews will perform snow and ice removal on the Town's sidewalk infrastructure. In accordance with

these procedures, roadways will be plowed to enable motorist's access from one direction, and then as storm conditions permit the roadways will be plowed to accommodate two-way traffic. In the event of a severe storm or severe drifting, all roadways will be open to one-way traffic until all residences have a way out. The Town of Andover is not responsible for the removal of snow banks at the end of a resident's driveway or parking area which are a result of the snow removal operations. The snow and ice removal operations will continue to open roads for two-way travel as weather conditions allow. There is no time limit after a storm subsides within which any portion of these procedures is affirmed by the Town to have been completed or implemented. The Town will have the flexibility in determining how to address the hazards of snow and ice events depending upon the individual characteristics of each storm.

A. BITUMINOUS CONCRETE SURFACE ROADWAYS

1. The initial effort will be to get all roads open to one-lane traffic as soon as possible.
2. After one-lane travel is possible, subsequent snow and ice removal will be carried on to accommodate two-way travel. Snow and ice removal operations may occur outside of the normal working hours as described in Section III Sequence of Service.
3. Although it is not the standard for the Town to provide "bare" pavement conditions, the Department of Municipal Services strives to meet this goal whenever and wherever possible.
4. After the bituminous concrete surfaced roads have been plowed as provided in this section these same surfaces may have de-icing and abrasive materials applied to them in part, or in whole, with emphasis upon intersections, hills, curves, and shady areas. The de-icing/abrasive placement operation will normally cease when the ambient air temperature is 9 degrees or lower. These road surfaces may not have any additional de-icing/abrasives placed upon them between snow and ice storm events if there will not be any benefit derived from such placement as determined by the Director of Municipal Services or the delegated representative.
5. Snow removal equipment will normally begin operation after an accumulation of two (2) inches of new snow. Snow removal equipment may operate at less than two (2) inches of new snow if the particular characteristics of a storm warrant such operations.

B. OILED AND STONE SURFACED ROADS

1. The initial effort will be to get one-lane access open to all residences as soon as possible during daylight hours after a storm has subsided.
2. After one-lane access is possible, subsequent snow and ice removal will be carried on only during normal working hours to accommodate two-lane travel. Snow and ice removal operations may occur outside of the normal working hours as described in Section III, Sequence of Service.
3. Snow and ice removal equipment may not operate on particular oiled and stone surfaced roads without residences if the Director of Municipal Services, or their delegated representative, determines that there isn't any benefit derived from such operations.
4. Snow removal equipment will normally begin operation after an accumulation of four (4) inches of new snow. Snow removal equipment may operate at less than four (4) inches of new snow if the particular characteristics of a storm warrant such operations.

C. SIDEWALKS

1. Snow removal equipment will normally begin operations after a storm has subsided where three (3) inches or more of the new snow has accumulated and the preceding priorities as

stated in this section of these procedures have been completed. Snow removal equipment may operate at less than three (3) inches of new snow if the particular characteristics of a storm warrant such operations.

2. This S.O.P does not require the placement of de-icing/abrasive materials on sidewalks.
3. Snow and ice removal on the sidewalks in the downtown Central Business District will be the responsibilities of the Merchants.

## **SECTION IV MISCELLANEOUS**

### **A. Mailboxes and Mailbox Posts**

The Town shall not pay for damaged mailboxes and/or mailbox posts unless actual contact is made by a snow removal unit. Residents should properly mark mailboxes in drift prone areas, or if there are high snow banks, to help snow removal equipment avoid them. Claims for damaged mailboxes and/or posts should be submitted or phoned in to the Highway Division of the Department of Public Works within 48 hours to be considered for replacement or payment at the Town's option.

### **B. Fences and Shrubbery**

The Town shall not pay for damaged fences and shrubbery unless actual contact is made by snow removal equipment and the damaged item is on private property. Residents should properly mark such items in drift prone areas, or if there are high snow banks, to help snow removal equipment avoid them. Claims for damaged fences and shrubbery, should be submitted to the Highway Division of the Department of Public Works within 30 days to be considered for replacement or payment at the Town's option.

### **C. Obstructions**

Obstructions located within the right-of-way such as lawn decorations, vehicles, fences, sprinkler heads, shrubbery, or stone/brick walls shall not be the responsibility of the Town to replace or rebuild if they are damaged from snow and ice removal operations. Any of these obstructions that may cause drifting of snow shall be promptly removed by the owners or tenants of the property. The Town shall not be liable for damage to stalled, stranded, or parked vehicles on the traveled portion of the roadway. The owners of stalled or stranded vehicles should immediately notify the Police Department and the Highway Division of the Department of Municipal Services, and shall remove the vehicles as soon as possible.

### **D. Private Roads**

The Town will not conduct snow and ice removal operations on private roadways, unless the Town in certain instances has agreed with the appropriate party to assume these responsibilities. Normal Town snow and ice removal operations may result in snow or ice being deposited in private roadways and driveways adjacent to public roadways. Snow and ice from private driveways shall not be placed on public roadways or shoulders, or other Town properties.

## **SECTION V: EMERGENCIES**

### **A. Response**

The sequence of the snow and ice removal service may be suspended during an "Emergency" condition. The Town will attempt to respond to an emergency condition when a blocked or impassable roadway is involved.

### **B. Definition/Determination**

An "Emergency" condition shall be considered as one where loss of life is probable, where a serious injury has occurred or is probable, or where extensive loss of property is imminent. Reports of such emergencies should be made directly to the Highway Division of the Department of Municipal Services or the Police Department. The existence of any such condition shall be determined by the Director of Municipal Services or their delegated representative. Upon determination of the existence of an Emergency condition, the Director of Municipal Services or their delegated representative shall implement the appropriate emergency procedures including snow and ice removal operations if the use of such equipment is warranted by the nature of the emergency condition.

### **C. Disaster**

The provisions of this S.O.P shall be further suspended in the event the Governor of Massachusetts, by proclamation, implements the State disaster plan, or the Town Manager, by proclamation, implements the Town disaster plan. If such an event occurs the Town snow and ice removal equipment and operating personnel shall be immediately subject to the direction of the Governor of Massachusetts or the Town Manager in accordance with disaster plan proclamation.

## **SECTION VI: REPEALER**

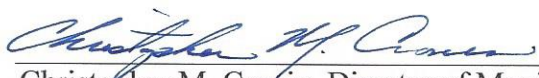
All other policies or parts of policies in conflict with the provisions of this S.O.P are hereby repealed.

## **SECTION VII: SEVERABILITY**

If any section, provision, or part of this S.O.P is adjudged to be invalid, illegal or unconstitutional such adjudication shall not affect the validity of this S.O.P as a whole or any section, provision or part thereof which is not adjudged invalid, illegal or unconstitutional.

## **SECTION VIII: EFFECTIVE DATE**

This S.O.P is in effect as signed and dated by the Director of Municipal Services and subject to changes after a vote of the Board of Selectman and its' publication as part of the proceedings for that said Board meeting.



Christopher M. Cronin, Director of Municipal Services

12/1/2016  
Date